

SUPPLY CHAIN AND RESPONSIBLE SOURCING POLICY

POLICY STATEMENT / SUMMARY

M&S is committed to engaging with suppliers fairly and lawfully, adhering to M&S values.

We will ensure that our suppliers are treated fairly and in line with our Global Sourcing Principles and GSCOP requirements in Foods and, where appropriate, have agreed contracts in place and a joint business plan.

Where a significant risk is identified in supply chains (Ethical/integrity/food safety) we will work to develop effective risk management and monitoring methods and will work with suppliers to resolve issues.

BACKGROUND

M&S suppliers and supply chain is integral to the success of M&S' business. Working in partnership with suppliers is a critical part of our daily work. We aim to buy from the best suppliers who in turn manage their supply chains with integrity and sustainability in mind. Our supply chains can be long and complex and whilst M&S' direct relationship is with first tier partners, it is important that our suppliers play their part in managing supply chains below them.

M&S Foods buy from over 600 first-tier suppliers and in turn 1000s of farms and potentially 100,000s of small holder farmers around the world. FH&B sources from over 130 first-tier global suppliers which are in turn supplied by tiers of raw material mills and other suppliers. Our success depends on the success of this supply chain and how well we all work together. Retailers can be considered to have an unfair balance of power putting unfair pressure on suppliers in the chain which can lead to human rights abuses for example. As a business that puts integrity at its heart it is essential that everyone knows the role they play in maintaining ethical & responsible supply chains.

YOUR RESPONSIBILITIES / OUR COMMITMENT

We have clear guidance which outlines our responsible sourcing commitments. In summary, we expect everyone in our supply chain to be treated with respect and play their part in sourcing with integrity. The following documents outline our expectations for M&S staff and suppliers:

- Global Sourcing Principles
- Product and Raw Material Standards – see business specific sourcing specifications
- M&S Integrity Manufacturing Standards
- M&S Terms of Trade/Technical Terms of Trade
- Grocery Supply Code of Practice

- M&S Foods Supplier Charter
- M&S Joint Business Plans
- Individual codes of practise

We encourage our suppliers to be transparent. If issues arise, we work with our suppliers to resolve these issues in the first instance and will never cut and run without working together.

COMPLIANCE

This policy is aimed at those who have direct contact with suppliers, whether that be commercial, technical, logistics or product development. The consequences of non-compliance could lead to allegations from individuals, challenges from the press and campaign groups, and reputational risk. It can also lead to food fraud or food safety risks.

Responsibility for compliance with this policy in Foods lies with the Code Compliance Officer, Food Technical Director, Foods Commercial Director, Head of Sustainability & Foods Managing Director. And in FH&B with the Director of Sourcing, Technology and Sustainability, and Head of Materials, Sustainability, Packaging and Responsible Sourcing.

Complaints are filed through the GSCOP process and performance is managed by reviewing technical data and the annual advantage survey which is reviewed by the Foods Leadership Team.

For anonymous complaints, the Safecall helpline can be used:

Online: www.safecall.co.uk/report
 UK calls: 08000 150281
 ROI calls: 1800 411 063
 International calls: +44 208 718 5562

We have a public Grievance Policy available on our Corporate website.

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REPORTING AND QUERIES

- Food suppliers can raise concerns through the GSCOP process.
- FH&B suppliers can raise concerns directly with our Global Sourcing Offices (overseas and London)

FURTHER INFORMATION

Policy Owner	Managing Director, Food and Managing Director, Fashion, Home & Beauty
Compliance Lead	Director of Food Technical & Director of Sourcing and Tech
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